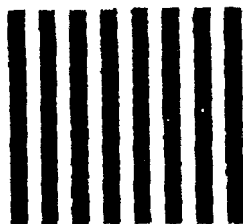


NECESSARY
IF MAILED
IN THE
UNITED STATES

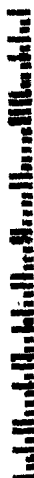


BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 910 ATLANTA, GA.

POSTAGE WILL BE PAID BY ADDRESSEE:

SOUTHERN BELL
124 JONES FRANKLIN ROAD
RALEIGH NC 27690 - 0610



Customer No. _____ Employee No. _____

To help BellSouth better serve you, please take a few moments to complete this card. (POSTAGE PRE-PAID)

Service	Satisfied	Not Satisfied	No Opinion
Appointment Offered	_____	_____	_____
Appointment Kept	_____	_____	_____
Received Services/ Features Requested	_____	_____	_____
Problem Corrected	_____	_____	_____
Technician			
Attitude	_____	_____	_____
Appearance	_____	_____	_____
Efficiency	_____	_____	_____

Comments: _____

Please call 611 should you wish to speak to someone concerning your service.

Thank You

BELLSOUTH

NC Flakelgh
04/95

At BellSouth, we care
about the quality of your service.

Date 9-15-97 Time 12:30 PM

Mr./Ms. Agg

- ☒ Have completed your telephone installation/repair request.
- ☐ I was here during your absence to install your service. Access to your premises is required to complete your service request. Please call:
Residence Installation—780-2355 Business Installation—780-2800
- ☐ I was here during your absence to complete your installation request. I have connected the existing wires to your Network Interface in order to provide service. If you still desire the additional jacks and/or wiring you originally requested, please call:
Residence Installation—780-2355
- ☐ I called during your absence to repair your service. Access to your premises is required to complete your service request. Please call:
Residence / Business Repair—411
- ☐ Your installation request cannot be completed at this time due to a problem in our cable. We are working on the problem and will contact you within 3 working days to let you know when we can provide service. No further call is necessary; however, if you should have any questions please call:
Residence Installation—780-2355 Business Installation—780-2800
- ☐ I was here during your absence to repair your service. The trouble has been determined to be in your wiring or equipment. Given these circumstances we must add a trouble determination charge to your next telephone bill because you do not subscribe to the BellSouth Inside Wiring or Trouble Isolation Plan. You should arrange for repairs to be made or we will be happy to isolate the problem and repair your wiring if necessary for a one time charge which will be added to your telephone bill. If you would like BellSouth to do the repair please call:
Residence / Business Repair—411
- ☐ Your telephone service problem is in our outside cable. The next available facility technician will be dispatched to restore your service. No further call is needed; however, if you have any questions please call:
Repair Center—411.
- ☒ A temporary service wire that will be removed within 14 days (weather permitting) was placed on the ground in the (front, back, side) of your lot. If the wire is not buried within this time period, please call: 780-8024.
- Please call 411 should you have any comments regarding the work I did for you today.

W. Hall

Your BellSouth Representative

"We really do appreciate your business."

At BellSouth, we care

While we were working on your telephone service, our technician was unable to connect the telephone ground wire to the electrical power ground system to meet the National Electrical Code due to the items checked below:

- ____ Power ground not placed /accessible.
____ Power ground wire disconnected or broken.

Please have this condition corrected by a qualified individual to meet requirements of the National Electrical Code. BellSouth will not be responsible for any cost incurred.

A second visit by our technician will be required to provide you with your service request. When the above condition has been corrected, please call to set up a second appointment:

Mon.-Fri. 8 a.m.-5 p.m.

Residence Installation-780-2355 Business Installation-780-2800

BELLSOUTH

Dear
Telephone
Customer:

Today, your local telephone company installed a device called a Telephone Network Interface at the point where telephone company lines enter your house or building. (Figure 1)

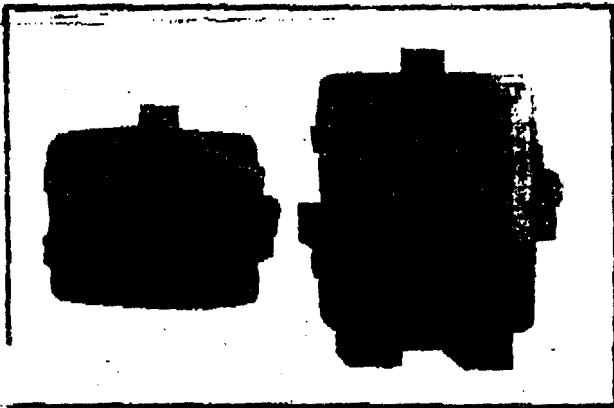


Figure 1

What Does This Device Do?

Now, when you have a problem with your telephone service, this device lets you test to determine if a problem is in your wiring or in local telephone company lines.

It also allows you or someone you authorize convenient access to fix or replace your inside wiring. Additional information is contained inside the device.

How Do You Determine Where The Problem Is?

Unplug a phone that you believe is a good working set. Locate the "Telephone Network Interface," usually on the outside of your home near your power meter.

Using a screwdriver, unscrew the cover fastener, press the snap lock on the side of the unit, and swing cover open. Inside you'll find a modular plug and jack like the ones found in your home along with instructions on how to test. (Figure 2)

BELLSOUTH



Figure 2

Simply unplug the modular plug and wait 90 seconds before plugging in your telephone set to the jack. Now you have disconnected your inside wire and plugged your set directly into the phone company lines.

Try the phone. If the problem you experienced is still present then the cause may be in either the phone company's lines or your telephone set. If available, re-test using another phone. Otherwise, contact your telephone company and report the problem.

If the problem you experienced is not present, then the problem is either in your inside wiring, jacks or a telephone set. Contact the company or individual of your choice to do the necessary work on these items. If you are a subscriber to a Telephone Company Maintenance Plan, then contact your telephone company repair department and report the problem.

Once you have finished your test, unplug your set and securely reconnect the modular plug. Close the cover and screw the fastener down until the cover is snug and tight.

YOU MAY WANT TO SECURE
THIS DEVICE WITH A PADLOCK

BELLSOUTH



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Manufactured in U.S.A. for BELLSOUTH
by Siecor — Keller, Tx.